

90 DAY MONEY BACK GUARANTEE

Experience the difference with a
90 DAY MONEY BACK GUARANTEE
with the purchase of a De'Longhi Multifry.*

*Terms and conditions apply.
For more information see reverse.
www.delonghi.com.au

START COOKING
WITH YOUR NEW
MULTIFRY TODAY!

 **MULTIFRY**
THE MULTICOOKER


Better Everyday



90 DAY MONEY BACK GUARANTEE



STEP 1

Please email promotion.au@delonghigroup.com to obtain a Goods Return Authorisation Number (GRA). In the email please note your full name, address, telephone number, De'Longhi Multifry model number, serial number (which is located at the bottom of your machine), a full copy of your receipt and the reason for the return of the product. Please also note if this is the first De'Longhi Product you have owned and which brand of fryer you used prior to the purchase of your De'Longhi (if any).

STEP 2

Once a Goods Return Authorisation number (GRA) has been sent to you via reply email, send a copy of this form with your product and all components including original packaging, with your original purchase receipt to the address outlined below. Please keep a copy of your receipt. Allow 30 days for processing and handling. **The cost of shipment to return the product is the responsibility of the consumer.** *Note: No refunds will be made for any De'Longhi product damaged by accident, neglect, unreasonable use or lost in transit.* **Return Address: De'Longhi Multifry Machine 90 Day Money Back Guarantee P.O Box 4540, Casula Mall NSW 2170.**

Please print all details clearly in capital letters. Mandatory fields are marked with *.

* Title: Mr/Mrs/Ms/Miss	* First Name:	<input type="text"/>	* Surname:	<input type="text"/>	
* Address:	<input type="text"/>		* Suburb:	<input type="text"/>	
* State:	<input type="text"/>	* Postcode:	<input type="text"/>	* Telephone:	<input type="text"/>
* Email:	<input type="text"/>		* Model No.:	<input type="text"/>	
* Purchase date:	<input type="text"/>		* Purchase Price:	<input type="text"/>	
* Serial No.:	<input type="text"/>		* Goods return authorisation No.:	<input type="text"/>	
* Name and location of the retailer you purchased this product from:	<input type="text"/>				
* Is this the first De'Longhi product you have purchased/owned?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="text"/>		
* Why are you returning this product? (Please be specific)	<input type="text"/>				
* Which brand did you use prior to returning this product?	<input type="text"/>				

IMPORTANT PRIVACY INFORMATION Thank you for completing this form. This information will be used by De'Longhi Australia to verify and validate your claim.

TERMS AND CONDITIONS: To participate in the De'Longhi Multifry 90 Day Money Back Guarantee you agree to the following: 1. Customers must purchase one of the following De'Longhi Multifry Products (Product) between 01/12/2018 and 30/11/2019 (inclusive): FH1163, FH1394 and FH1396. 2. Offer valid on retail purchases. A "Participating Retailer" refers to any retailer that operates from shop fronts in Australia (including both the shop front and any online store operated by such retailers). A Participating Retailer does not include a retailer who only operates online stores with no shop fronts. 3. The De'Longhi Multifry Product must be used and maintained in accordance with the instruction manual supplied. 4. Customers have up to 90 days to trial the product and must notify De'Longhi of any intention to return the product within that time. Once notified via email, De'Longhi will issue customers with a unique Goods Return Authority number, after which customers have a further 10 days to return the product to De'Longhi. 5. The customers refund will only be valid if the notification to return the Multifry is received by the Promoter within 90 days from the purchase date as shown on the original customers receipt. Final claims close on 28/02/2020. Only one claim can be made per purchase. 6. If after 90 days of using the De'Longhi Multifry in the recommended manner the customer is not entirely satisfied, the customer must email promotion.au@delonghigroup.com to obtain a GOODS RETURN AUTHORISATION NUMBER (GRA). 7. A cheque will only be provided once the Promoter receives (1) the De'Longhi Multifry Product; (2) the original purchase receipt and (3) a printed copy of the return email from De'Longhi Australia with the Goods Return Authority number. 8. The refund amount will only be for the full invoice purchase price as stated on the purchase receipt/invoice. **The refund does not cover the return postage costs.** The De'Longhi Multifry must be returned with its original packaging and contents, ensuring that it is clean and dry. The returned Multifry must be packaged in a protective outer carton and returned to De'Longhi Multifry 90 Day Money Back Guarantee, P.O Box 4540, Casula Mall NSW 2170. 9. A refund is only valid if, in the opinion of the Promoter, the Multifry has been used in accordance with the instruction manual. 10. This offer does not apply in conjunction with any other offer promotional or trial offer and is only valid for products purchased in Australia. 11. For De'Longhi Multifry Products where a Cash Back promotion applies, the refund payable will be paid less the cash back amount. For De'Longhi Multifry Products where a bonus offer via redemption applies, the bonus goods must also be returned with the product for a full refund to be payable. In the instance the bonus is not returned, the refund issued will be less the RRP value of the bonus item. 12. This offer is in addition to and does not replace your statutory rights and protections. 13. Allow 30 days to receive the cheque from receipt of product. 14. The Promoter takes NO responsibility for late, lost or misdirected mail (we recommend using a form of registered post with insurance to cover the retail value of the goods being sent). 15. Information is being collected and will be used by the Promoter for the purposes of this offer. You have the right to access and correct such personal information by contacting the Promoter using the details below. 16. Entry into the Promotion is deemed acceptance of the Terms & Conditions. In the event of any dispute the decision of the Promoter is final and no correspondence will be entered into. 17. The Promoter is De'Longhi Australia Pty, Ltd, Unit 3A, 43 Lyn Parade, Prestons, NSW 2170, ABN 49 104 012 857.